ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
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JAN 26 2018
BY:

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: Jan 26, 2018 Case Number: 18-59

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Dr. Carol (Kobi) Rowand

Premise Name: Corona Veterinary Service - Mobile Veterinary

Premise Address: P.O.Box1304

City: Vail State: AZ Zip Code: 85641

Telephone: (520) 282-9315

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Paula Banks

Address: [redacted]

City: [redacted] State: [redacted] Zip Code: [redacted]

Home Telephone: [redacted] Cell Telephone:

**STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.*

C. PATIENT INFORMATION (1):

Name: Cesar Banks

Breed/Species: Canine Heeler mix

Age: 14 Sex: Male Color: black/white/tan

PATIENT INFORMATION (2):

Name: _____

Breed/Species: _____

Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

Dr. Carol Rowand

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Paula Banks (filling complaint)

Darla of The Pet Cemetery of Tucson

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Paula Banks

Date: 1-23-18

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

This complaint concerns the excessive length of time taken to perform the home euthanasia - 2 1/2 hrs. Hopefully, my dog did not feel the multiple needle sticks and shavings. It was traumatic for me as well, and exhausting. I'm not sure of the doctor's experience, but she came across as insecure, and left twice to go to her car for some drug. She kept saying she could clearly see and feel veins, yet not for the needle - hard to understand. Said she gave potassium, then another lethal drug which I forgot the name of, directly into the heart, then kidney. Then she continuously listened throught stethoscope for hearbeat to cease, when we both could see his cheek fill in and out with air. The experience was horrible. I know it should have taken a fraction of this amount of time.

Maybe Dr. Carol needs more practice with needle insertions, and drug use. I must commend her spirit in not wanting to give up, but in that spirit, feel that she perhaps lost track of time.

19-59

Dog was aggressive, had to be muzzled by owner. Dog continued to try to bite with the muzzle on, not able to be restrained by owner. Forced to give IM sedation before anything can be done with the dog. Sedation and poor condition of the dog due to age caused low blood pressure and friable vasculature, making catheter placement extremely difficult. Unable to place peripheral catheter, euthanasia by heart stick under deep sedation.

I am no longer offering euthanasia services because of this case, which was also very traumatic for me, and made it clear that there are circumstances where a full staff support system is needed.

RECEIVED
MAR 15 2018
BY:

DOUGLAS A. DUCEY
- GOVERNOR -

VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

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INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: AM Investigative Committee: Robert Kritsberg, D.V.M. - Chair
Ryan Ainsworth, D.V.M.
Christina Tran, D.V.M.
Mary Williams

STAFF PRESENT: Tracy Riendeau, CVT – Investigations
Victoria Whitmore, Executive Director
Sunita Krishna, Assistant Attorney General

RE: Case: 18-59
Complainant(s): Paula Banks
Respondent(s): Carol Rowand, D.V.M. (License: 6701)

SUMMARY:
Complaint Received at Board Office: 1/26/18
Committee Discussion: 5/1/18
Board IIR: 6/20/18

APPLICABLE STATUTES AND RULES:
Laws as Amended July 2014 (Salmon); Rules as Revised September 2013 (Yellow).

Respondent was requested to euthanize "Cesar," a 14-year-old male Heeler mix, on January 20, 2018. Complainant reported that it took Respondent 2 ½ hours to perform the home euthanasia.

Complainant contends Respondent was negligent in the care of the dog.

Complainant was noticed and did not appear.
Respondent was noticed and did not appear.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Paula Banks*
- Respondent(s) narrative/medical record: *Carol Rowand*

PROPOSED 'FINDINGS of FACT':

1. Complainant reported that Respondent took an excessive amount of time to euthanize her dog at her home – 2 ½ hours.

2. Respondent reported that the dog was aggressive, continued to try to bite with a muzzle on and could not be properly restrained by the pet owner. The dog was sedated IM; due to the sedation and poor condition of dog, low blood pressure and friable vasculature, catheter placement was extremely difficult. Respondent was unable to place a catheter and euthanasia was performed via intracardiac injection. The medications administered to the dog were the following:

a. Ketamine 100mg/mL, 2.5mL (no route noted);
b. Acepromazine 10mg/mL, 0.2mL (no route noted);
c. Dexdomitor 10mL, 0.3mL (no route or concentration noted);
d. Potassium Chloried 40mEq 20mL, 1mL (no route noted); and
e. Euthanasia solution – pentobarbital, 20 each (mLs? – no route noted).

3. Respondent stated in her narrative that because of this case, she no longer offers euthanasia services as it was traumatic for her and made it clear that there are circumstances where a full staff support system is needed.

COMMITTEE DISCUSSION:

The Committee did not go into executive session; no one was available to give testimony.

The Committee discussed that this case was a disaster for all involved. However, the Veterinary Practice Act requires certain documents be signed and medical records have proper documentation.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that possible violations of the *Veterinary Practice Act* occurred.

COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board find:

ARS 32-2232 (21) as it relates to AAC R3-11-502 (F) failure to obtain signed authorization from the pet owner prior to euthanasia; and

ARS 32-2232 (21) as it relates to AAC R3-11-502 (L) (7) (d) failure to document the route of administration for pentobarbital in the medical record.

Vote: The motion was approved with a vote of 3 to 1, with Dr. Kritsberg opposed.

The information contained in this report was obtained from the case file, which includes the

complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

Tracy A. Riendeau, CVT
Investigative Division

DOUGLAS A. DUCEY
GOVERNOR

VICTORIA WHITMORE
EXECUTIVE DIRECTOR

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CERTIFIED MAIL
70180360000011885709

July 6, 2018

Carol Rowand, DVM
ADDRESS ON FILE

LETTER OF CONCERN – 18-59 - In Re: Carol Rowand, DVM

Dear Dr. Rowand:

At its meeting on June 20, 2018 the Arizona State Veterinary Medical Examining Board considered information presented in the complaint case brought by Ms. Paula Banks regarding her dog "Cesar" that had been presented to you in January 2018 for a euthanasia procedure.

In each case, the Board considers the situation and the professional's response, as well as all relevant information. In this matter, after review and discussion, the Board voted to issue you a Letter of Concern pursuant to A.R.S. § 32-2234 (D) regarding the need to ensure that veterinary services are authorized and documented in the medical record.

A Letter of Concern is defined in A.R.S. § 32-2201(12) as "...an advisory letter to notify a veterinarian that, while there is insufficient evidence to support disciplinary action about certain aspects of the case, the Board believes the veterinarian should modify or eliminate certain practices and that continuation of the activities that led to the information being submitted to the Board may result in action against the veterinarian's license."

We hope you will take this advisory letter in the spirit that it is intended to avoid any other potential violations in the future.

Respectfully,
FOR THE BOARD

Victoria Whitmore
Executive Director

cc: Ms. Paula Banks

DOUGLAS A. DUCEY
GOVERNOR

VICTORIA WHITMORE
EXECUTIVE DIRECTOR

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IN ACCORDANCE WITH A.R.S. § 32-2237(D): "IF THE BOARD REJECTS ANY RECOMMENDATION CONTAINED IN A REPORT OF THE INVESTIGATIVE COMMITTEE, IT SHALL DOCUMENT THE REASONS FOR ITS DECISION IN WRITING."

At the June 20, 2018 meeting of the Arizona State Veterinary Medical Examining Board, the Board considered the recommendations of the Investigative Committee in regards to case number 18-59 In Re: Carol Rowand, D.V.M.

The Board considered the Investigative Committee's Findings of Fact and Conclusions of Law:

- *ARS 32-2232 (21) as it relates to AAC R3-11-502 (F) failure to obtain signed authorization from the pet owner prior to euthanasia; and*
- *ARS 32-2232 (21) as it relates to AAC R3-11-502 (L) (7) (d) failure to document the route of administration for pentobarbital in the medical record.*

Following discussion, the Board concluded that they were concerned with Respondent's lack of documentation in the medical record but that it did not rise to the level of a violation and voted to dismiss this issue with no violation and issue a Letter of Concern with respect to ensuring veterinary services are authorized and documented in the medical record.

Respectfully submitted this 15th day of August, 2018.

Arizona State Veterinary Medical Examining Board

Jim Loughead - Chair